

November 2021
SF637

Subject: FCCC Viper Low Voltage Display

Models Affected: Specific model year 2019-2021 Freightliner Custom Chassis (FCCC) manufactured September 17, 2019, through April 7, 2021.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF637A to modify specific model year 2019-2021 Freightliner Custom Chassis manufactured September 17, 2019, through April 7, 2021.

In a low voltage condition, the instrument panel (IP) display may not come on when turning on ignition leaving drivers without a functioning instrument panel. This would only occur at startup and the IP would function again if the key is cycled with normal voltage.

Software will be updated to resolve the issue.

There are approximately 3,561 vehicles involved in this campaign.

Additional Repairs

Dealers must complete all outstanding Recall and Field Service campaigns prior to the sale or delivery of a vehicle. A Dealer will be liable for any progressive damage that results from its failure to complete campaigns before sale or delivery of a vehicle.

Owners may be liable for any progressive damage that results from failure to complete campaigns within a reasonable time after receiving notification.

Please contact Warranty Campaigns for consideration of additional charges prior to performing the repair.

Work Instructions

Please refer to the attached work instructions. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR261).

Replacement Parts

IMPORTANT: A USB flash drive with a storage capacity of 2 GB, or more, must be purchased by the dealership for this procedure. No other files or folders other than the ones needed for this update should be in the flash drive at the time of the update.

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF637, a list of the customers and vehicle identification numbers will be available on DTNAConnect.

Removed Parts

There should be no removed parts, as this is a software update. Export distributors, there is no parts to be removed.

Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF637A	Low Voltage Display Outage Software Updates	0.7	996-F108A	12-Repair recall/Campaign

Table 1

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IMPORTANT: When the campaign has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the gray completion sticker provided in the field service kit (Form WAR261). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a field service kit is not required or there is no completion sticker in the kit, write the campaign number on a blank sticker and attach it to the base completion label.

Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in OWL:

- Claim type is **Field Service Campaign**.
- In the Campaign field, enter the campaign number and appropriate condition code (**SF637-A**).
- In the Primary Failed Part field, enter **25-SF637-000**.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.4 hours for RVs.
- The VMRS Component Code is **F99-999-005** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on November 30, 2022**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on DTNACConnect.com.

IMPORTANT: OWL must be viewed prior to beginning work to ensure the vehicle is involved and the campaign has not previously been completed. Also, check for a completion sticker before beginning work.

All claims must be submitted within 30 days of the repair and within 30 days of the termination date of the campaign. U.S. and Canadian Dealers: All excess inventory to be returned to the PDC following the conclusion of the campaign must be returned in resaleable condition to the Memphis PDC within 90 days from the termination date. Please submit a PAR to request return to the Memphis PDC. (Canadian dealers should return the kits to their facing PDC.) Export Distributors: Excess inventory is not returnable.

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNACConnect.com/WSC, or the Customer Assistance Center at (800) 385-4357, if you have any questions or need additional information. Export distributors submit a Web inquiry or contact your International Service Manager.

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Copy of Notice to Owners

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Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF637A to modify specific model year 2019-2021 Freightliner Custom Chassis manufactured September 17, 2019, through April 7, 2021.

In a low voltage condition, the instrument panel (IP) display may not come on when turning on ignition leaving drivers without a functioning instrument panel. This would only occur at startup and the IP would function again if the key is cycled with normal voltage.

Software will be updated to resolve the issue.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. The campaign will take approximately one hour and will be performed at no charge to you. To locate an authorized dealer, search online at Daimler-TrucksNorthAmerica.com/contact-us/. Scroll down to "Locate a Dealer," and select the appropriate brand.

This Field Service Campaign will **terminate on November 30, 2022**. Please make sure the campaign is completed prior to this date. Work completed after this date will be done at the customer's expense.

As stated in the terms of your express limited warranty, Daimler Trucks North America LLC will not pay for any damage caused by failure to properly maintain your vehicle. Daimler Trucks North America LLC considers the work necessary under this campaign to be proper maintenance and will, therefore, not pay for any damage to your vehicle caused by your failure to have the repairs that are the subject of this campaign performed in a reasonable time.

Contact the Warranty Campaigns Department at (800) 547-0712, from 7 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) 385-4357, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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Work Instructions

Subject: FCCC Viper Low Voltage Display

Models Affected: Specific model year 2019-2021 Freightliner Custom Chassis manufactured September 17, 2019, through April 7, 2021.

File Download

IMPORTANT: A USB flash drive with a storage capacity of 2 GB, or more, must be purchased by the dealership for this procedure. No other files or folders other than the ones needed for this update should be in the flash drive at the time of the update.

NOTE: Each user will only need to download the configuration file once. This file can be used to update multiple vehicles.

1. Inspect the base label (Form WAR259) for a campaign completion sticker for SF637 (Form WAR260). If a sticker is present for SF637, no work is needed. If there is no sticker, proceed with the steps below.
2. Insert the flash drive into an available USB port on the laptop. Write down the drive letter the computer assigns to that flash drive. See [Fig. 1](#).

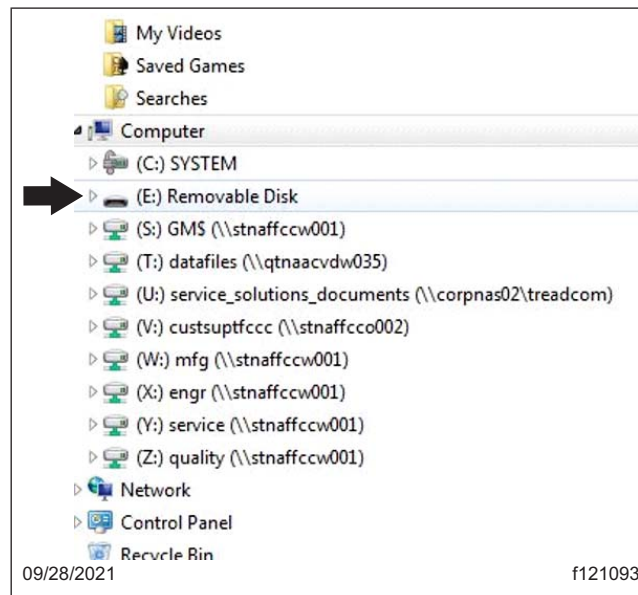


Fig. 1, Flash Drive Connected to the Laptop

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3. On the laptop, go to DTNA Connect, then select the three menu bars at the upper right-hand corner of the web page. See [Fig. 2](#).

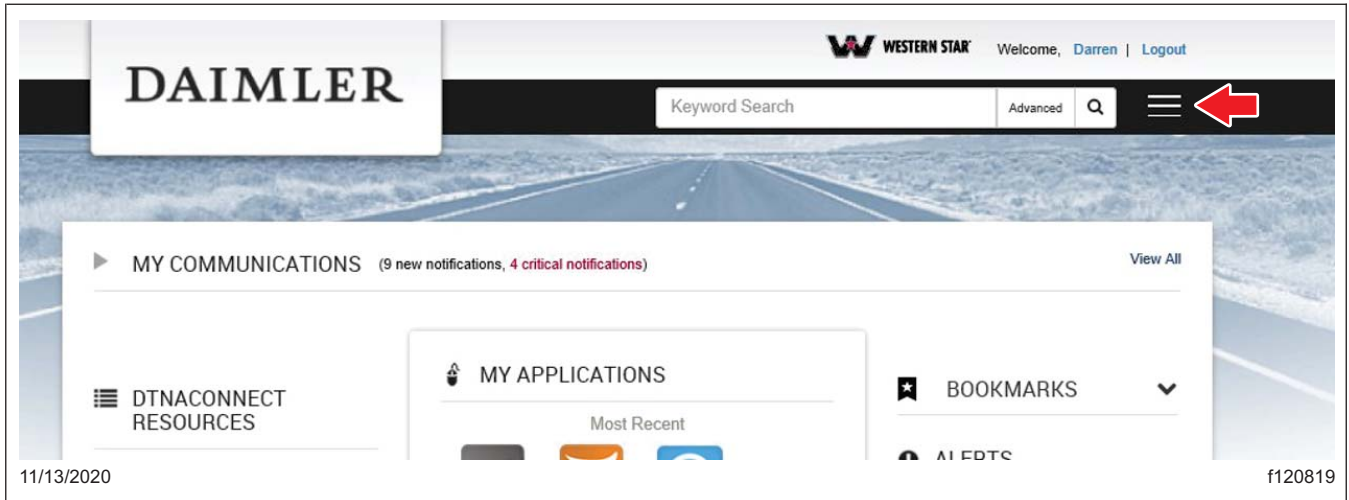


Fig. 2, DTNA Connect Home Screen

4. Select 'Support,' then select 'Download Center.' See [Fig. 3](#).

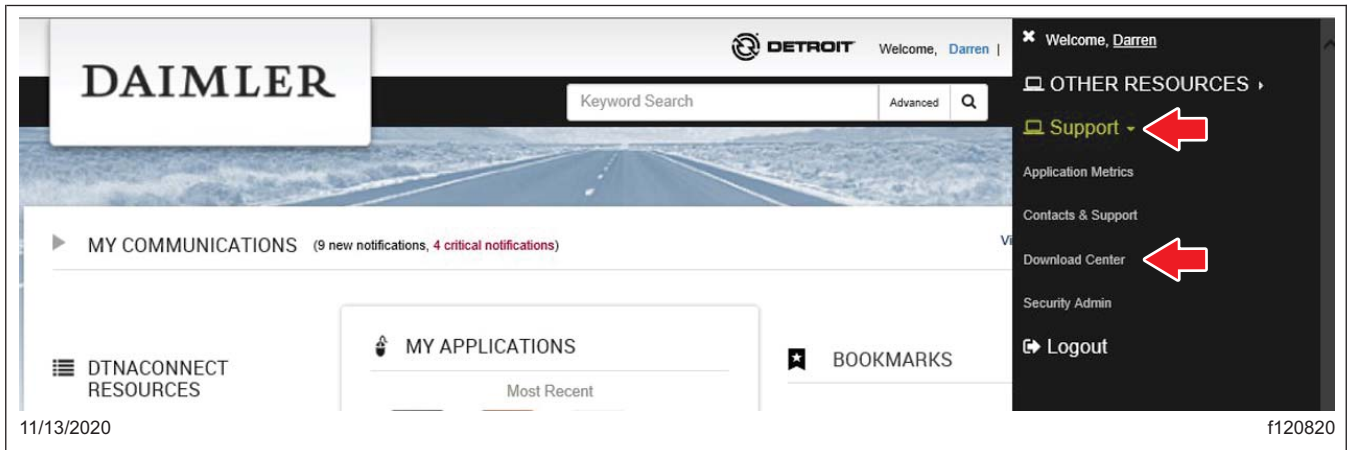


Fig. 3, Selecting Download Center

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5. Scroll down to 'Viper II Low Voltage Software Update,' then select the '+' symbol. Select 'Update Link.' See **Fig. 4**.

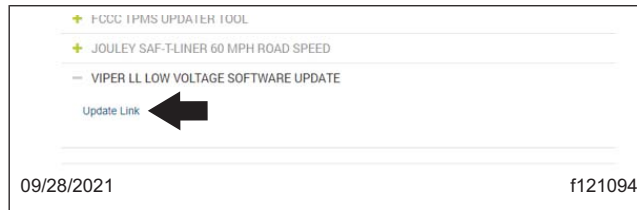


Fig. 4, Viper II Low Voltage Software Update Link

NOTE: Depending on the operating system and/or the browser, the computer may either ask you to select a location to save, or automatically save the file in a default location. If asked to select a location, it is recommended to select 'Desktop.' If saved in a default location other than desktop, open the compressed (zip) file, and extract the files on the desktop.

In this procedure, the operating system downloads the file to a default location. The user can open the compressed (zip) file using the link on the browser, then extract the files on the desktop.

6. A download box will now appear on the upper right corner of the browser window. Once the download is complete, Select 'Open File.' See **Fig. 5**.

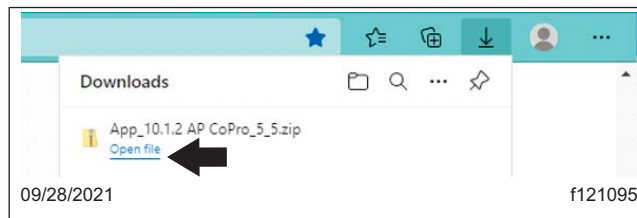


Fig. 5, Link to Open the Downloaded File

7. Select the 'Extract All' button. See **Fig. 6**.

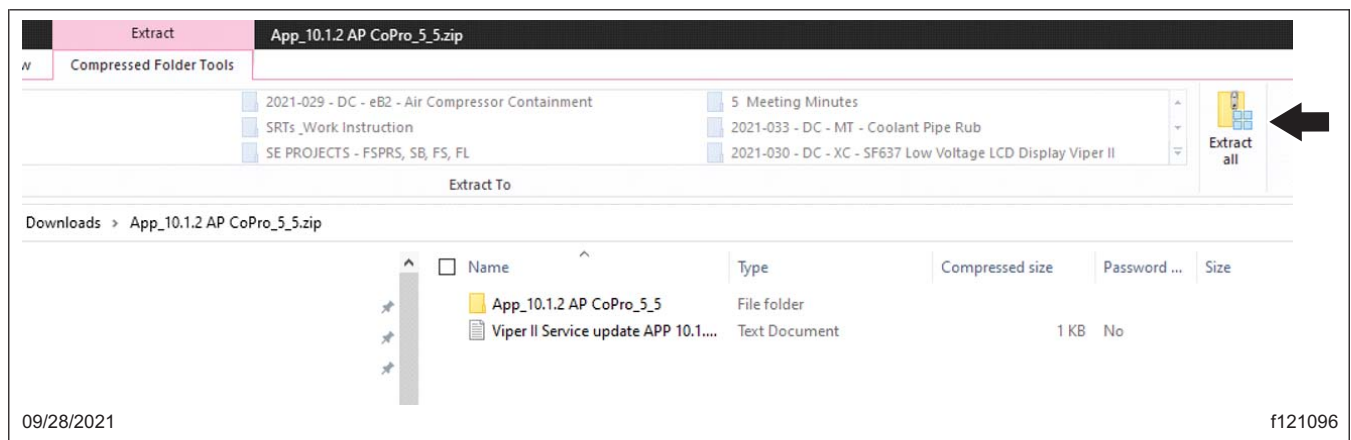


Fig. 6, Extract All Button

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8. In the next screen, make sure the destination for the extracted files is 'Desktop.' If not, select 'Browse,' then select 'Desktop.' Select 'Extract.' See [Fig. 7](#) and [Fig. 8](#).
9. If not automatically opened, go to 'Desktop,' then double click on the extracted folder to open it. See [Fig. 9](#).
10. In the extracted folder, select 'Select All,' then select the 'Copy' button. See [Fig. 10](#).

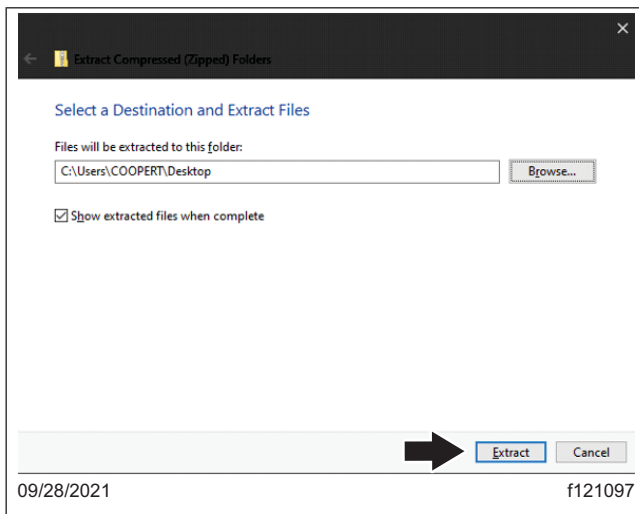


Fig. 7, Extract Compressed Folders Window

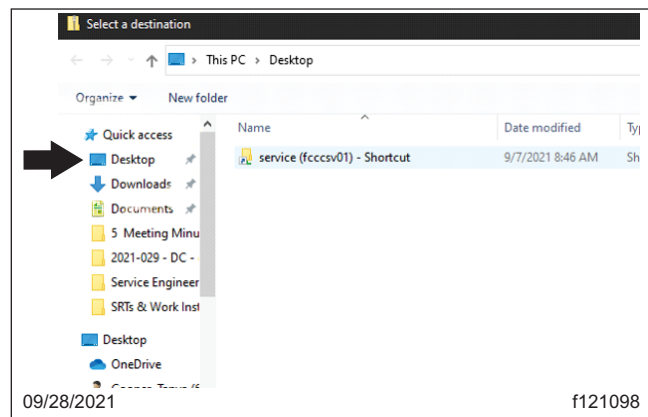


Fig. 8, Selecting the Destination for the Extracted Files

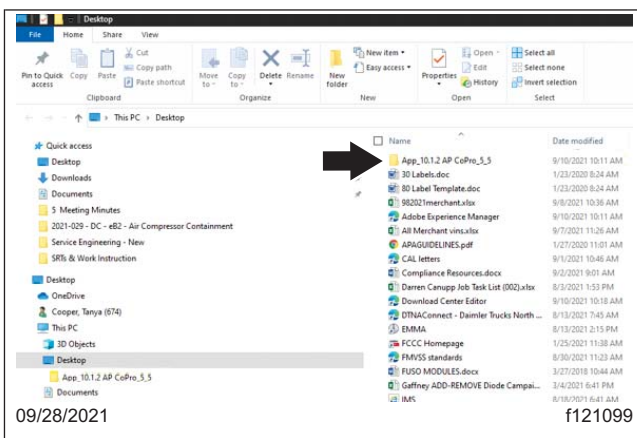
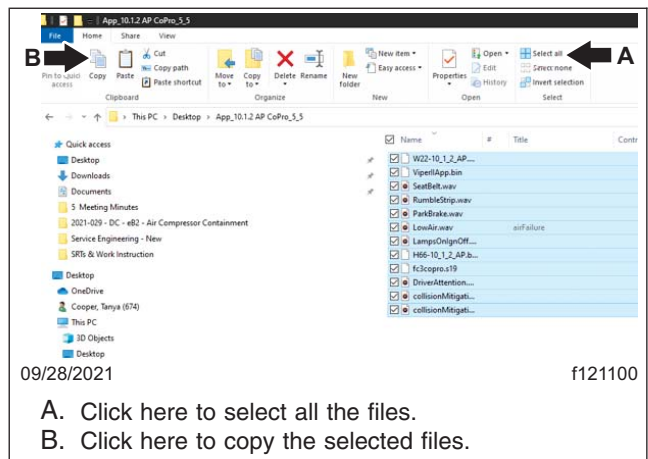


Fig. 9, Extracted Folder



- A. Click here to select all the files.
- B. Click here to copy the selected files.

Fig. 10, Copying Files from the Extracted Folder

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IMPORTANT: The files must be saved on the root drive, not within any folder in the flash drive.

11. Navigate to the drive noted in step 2 to access the flash drive, then select 'Paste.' See [Fig. 11](#).

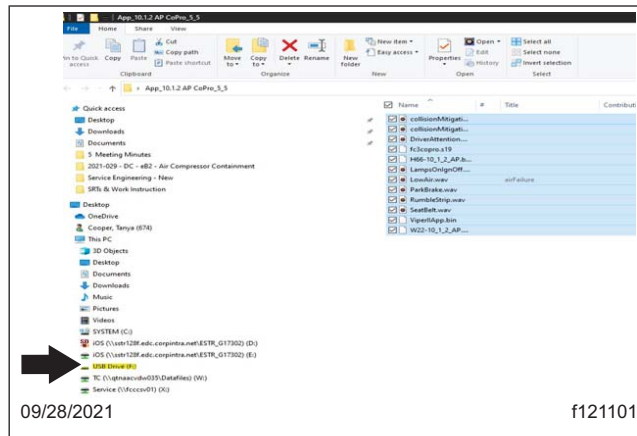


Fig. 11, Pasting Copied Files to the Flash Drive

12. Once the files are successfully copied to the flash drive, remove the drive from the computer.

Software Installation

1. Park the vehicle on a level surface, shut down the engine, and apply the parking brake. Chock the tires.

NOTICE

To ensure good battery voltage during programming, it is recommended to connect an appropriate battery charger to the vehicle batteries. Failure to do so could permanently damage the controller.

2. Turn the ignition to the ON position.

IMPORTANT: A universal serial bus (USB) extension cable that connects the instrument panel electronic control module (ECU) to the diagnostic connector may have been installed on the vehicle by the body builder. If a USB extension cable was not installed, or missing, locate the instrument panel ECU, and plug the flash drive directly into either of the USB ports on the instrument panel ECU. See [Fig. 12](#).

The instrument panel ECU is usually located behind the dash. If unable to locate the ECU, contact the body builder for support.

3. Install the flash drive with the configuration files into the USB port next to the diagnostic connector under the dash.

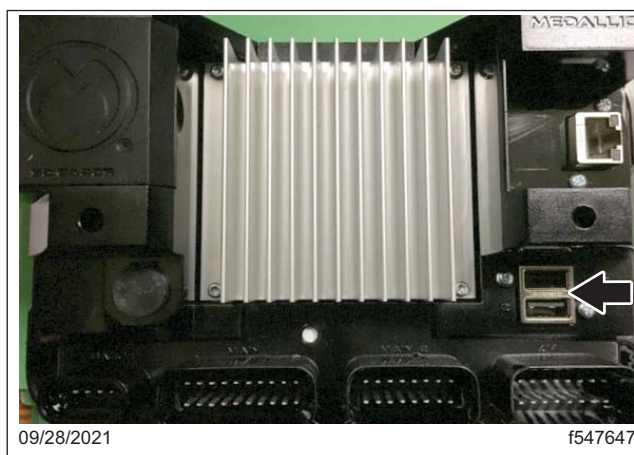


Fig. 12, Location of the Instrument Cluster ECU USB Ports

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IMPORTANT: Do not turn the ignition OFF until the software is installed, and the system reboot is complete.

- Using the buttons on the steering wheel shown in **Fig. 13**, navigate to 'Diagnostics,' then 'System Information.' See **Fig. 14** and **Fig. 15**.

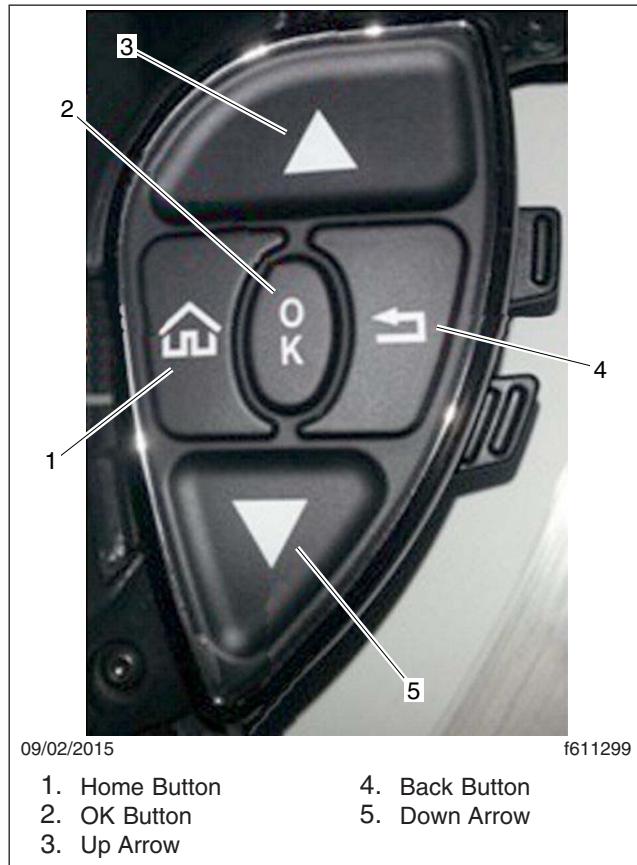


Fig. 13, Steering Wheel Buttons



Fig. 14, Diagnostics Menu



Fig. 15, System Information Option

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5. Press and hold the 'OK' button until a file, or a list of files appear, then release the 'OK' button.
 - If a single file appears, press and hold the 'OK' button to begin the update. Release the 'OK' button once the update begins.
 - If a list of multiple files appear, highlight the first file, press and hold the 'OK' button to install the updates from that file. Release the 'OK' button once the update begins. After the updates from that file are installed, repeat this process for the remaining files.
6. When the software update is complete, the instrument panel will reboot. Once the reboot is complete, start the vehicle and verify that the dash functions correctly.

IMPORTANT: If the software update process fails, or the module locks up, call the Medallion customer service representative Cheryl Crane at 616-850-8015, or email at cheryl.crane@medallionis.com for a replacement ECU.

To minimize the downtime, Medallion will ship a re-manufactured ECU module already programmed with the software update. A credit card, or purchase order (credit approval may be required) should be provided to Medallion by your dealership for a US \$200 core charge. Your dealership will not be charged if the core is promptly returned. In the event that the core is not returned, your dealership will be charged. A shipping label will be provided inside the box with the replacement ECU.

7. Turn the ignition OFF, then remove the USB flash drive.
8. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF637 (Form WAR260) indicating this work has been completed.